

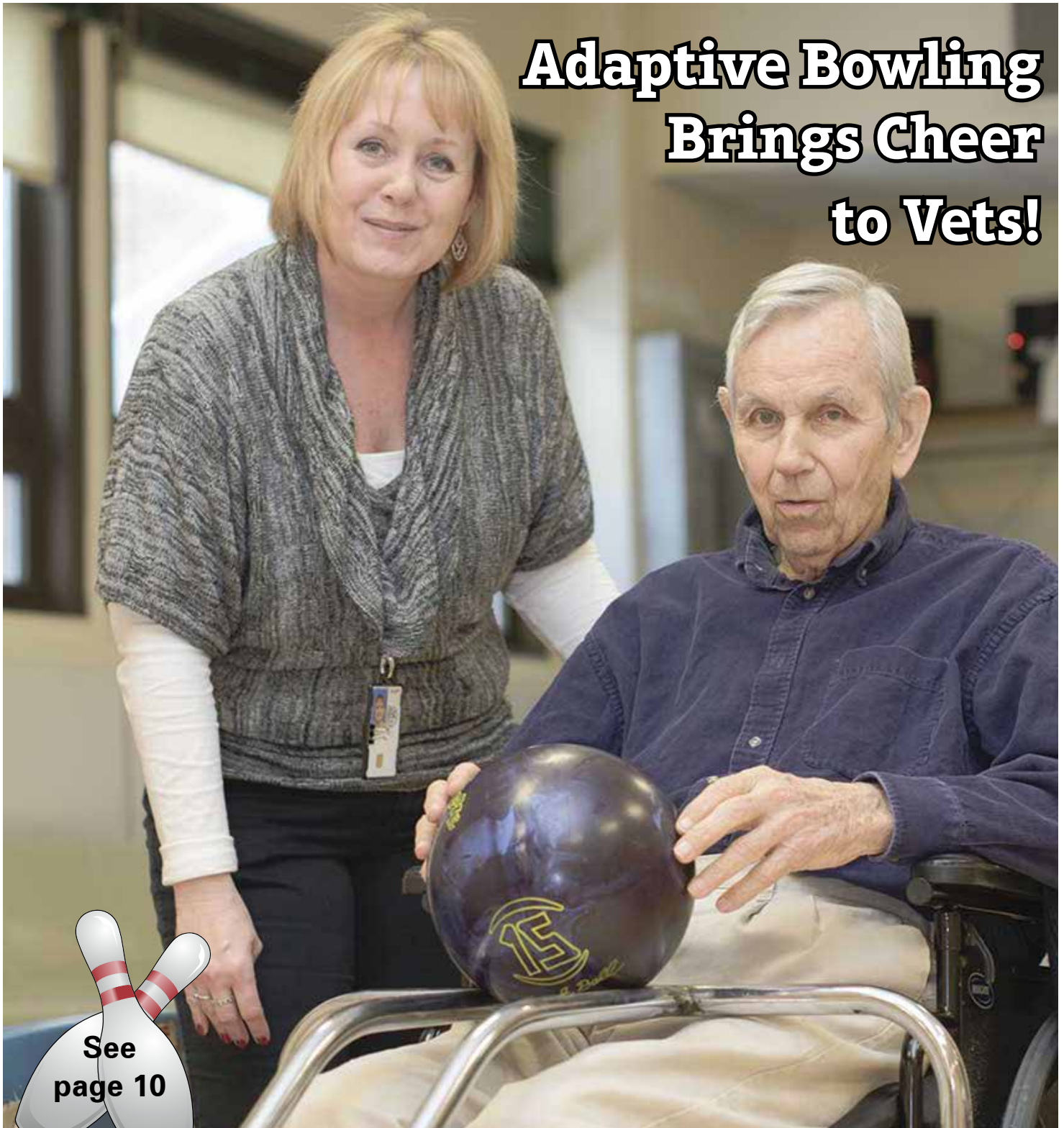
# Volunteer News...

[www.visn2.va.gov](http://www.visn2.va.gov)

Recognizing the Efforts of VA Volunteers in Upstate New York

March/April 2015

## Adaptive Bowling Brings Cheer to Vets!



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page 10

## Editorial Board

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**Kathleen Hider**, Network Communications Manager/Editor  
**Ruth Harvie**, Public Affairs Specialist  
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**Michael Fitzpatrick**, *Specialist* (518) 626-6919

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### CANANDAIGUA

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**Mark Francis**, *Manager* (716) 862-8667  
**Kelly Roberts**, *Specialist* (716) 862-8672  
**Jason Jaskula**, *Specialist* (585) 297-1196  
**Sharon Shelton**, *Program Assistant* (716) 862-8671

## Web Site

[www.visn2.va.gov/vet/volunteer.asp](http://www.visn2.va.gov/vet/volunteer.asp)

The VAVS newsletter has been created for all volunteers and potential volunteers of VA Health Care Upstate New York. This publication is meant to showcase the wonderful work our volunteers contribute to VA. Produced by VISN 2 Public Affairs. Printed by Veterans in the Therapeutic Printing Program, Bath VAMC.

## We Want to Hear from You!

If you have any comments, questions, story ideas, etc. contact:  
VISN 2 Public Affairs  
VA at Clinton Crossings  
919 Westfall Road,  
Building B, Suite 115  
Rochester, NY 14618  
(585) 463-2642  
[Kathleen.Hider@va.gov](mailto:Kathleen.Hider@va.gov)

## Thank you for a great year

In this day and age we know how hard it is to fit everything into our schedules let alone set aside time to volunteer. Many families have both spouses working and teenagers are often working for their spending money or to go to college.

The good news is despite this trend you and **4,155** other dedicated volunteers gave **386,480** hours of care to Veterans last year and generously donated **\$534,149** and **\$1,742,552** in in-kind donations which helped provide trips, activities, personal items and social events to improve the quality of life for Veterans.

Your donated time is also helping support new initiatives like My HealtheVet, an online health care portal that allows Veterans to do secure messaging to their providers, and the Veterans Justice Outreach program that assists Veterans in trouble with the law.

Last year we recruited 1,131 volunteers. Our challenge for 2015 is to continue to recruit new volunteers. We are addressing this challenge by promoting volunteer opportunities via Facebook and the Internet and through word of mouth. Please continue to encourage others to volunteer.

Thank you. We look forward to your continued support in 2015.

Sincerely,

**Darlene A. DeLancey, M.S.**  
*Interim Network Director*



## We Want to Hear From You!

We would like to feature some volunteer stories about what their experience has been volunteering with VA and caring for Veterans. If you are a business or organization and would like to highlight what your employees have been doing to support Veterans we want to hear from you too! Please call **Ruth Harvie** at **585-463-2642**.



# ► Albany Highlights



In a new partnership with the Albany Stratton VA Medical Center, **Albany County** District Attorney **David Soares** met with **Linda Weiss**, Director Albany Stratton VA Medical Center, to kick off “**Joe for GI’s**.” This new program rallies local businesses and organizations to donate coffee and supplies for Veteran waiting areas. Local sponsors include **99 Restaurant, Subway, SEFCU, Saint Peters Health Partners**, and **Communication Workers of America Local 1118**.



**AMVETS** VA Voluntary Service Representatives, “**E J**” **Knapik** and **Carl Petrone**, present **Michael Fitzpatrick** of Voluntary Service with 200 phone cards. The cards are routinely disbursed to inpatient Veterans.

## Wish List

- Crossword puzzles and word find books (large print)
- Gift cards for Walmart, Price Chopper, Shop-Rite or equivalent
- iTunes gift cards
- Playing cards (unopened)
- Shower shoes (all sizes)
- Sweatpants and sweatshirts (all sizes)
- t-shirts and underwear (all sizes)

Please contact **Jim Keller** at (518) 626-5506 for more information.

## Volunteer Opportunities

- Canteen service
- Clothing room volunteers
- Companionship volunteer
- Disabled American Veteran (DAV) van drivers
- Environmental Management administrative duties
- Fisher House support
- Kiosk volunteers
- Lab courier
- No Veteran Dies Alone - Hospice
- Vocational program support
- Voluntary Service office administrative duties
- Wheelchair escorts

Please contact **Noney Grier** at (518) 626-5507 for the most up-to-date opportunities.

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# ► Albany Highlights



**Dianna Rios**, manager of the **American Red Cross's Services to Armed Forces**, arranged for a donation of 350 fully stocked toiletry bags for Veterans in need. This generous donation will ensure all Veterans needing personal hygiene items will have them! Volunteer **Kenyatta Ingram** was vital in the loading and transporting of the bags to the medical center.



In honor of the 239th Marine Corps Birthday, local **Marines** from the Albany Recruiting Command visited with Veterans to serve cake provided with a donation from the Voluntary Service holiday fund.



The **Law Firm of O'Connell and Aronowitz** initiated a "Day of Action" donation campaign that provided supplies for Veterans in need. Donations included brand new winter boots, coats, hats, gloves, wool socks, and a fully catered meal for Substance Abuse Recovery Residential Treatment Program Veterans provided by **Bellini's** restaurant.

## Calendar

### Friday, March 20

#### **Vietnam Veterans Welcome Home Event**

12:00 p.m., 3rd Floor Auditorium  
(All Vietnam Veterans welcome)

### Tuesday, March 24

#### **VA Voluntary Service Committee Meeting**

1:00 p.m., 3rd Floor Auditorium

### Tuesday, April 9

#### **Former POW Remembrance Luncheon**

Wilson Lounge  
(Former Prisoners of War and their families)

### Saturday, April 18

#### **Volunteer Recognition Social**

Location and Details TBA



# ► Bath Highlights



**Lynn Dinehart**, Voluntary Service Manager, accepting a check from **Cargill** employees.



Volunteer **Kathy Kent** and a **Cargill** employee unloading one of many holiday donations.



**Sophie** (third from left), a local student, coordinated gift bag donations for female Veterans with the **Red Cross** during the holidays.

## Calendar

**Sunday, March 22**  
**Corning American Legion Lunch Trip**

**Saturday, March 28**  
**Hornell VFW Easter Dinner**

**Friday, April 10**  
**VA Voluntary Service Recognition Luncheon**

**Thursday, April 16**  
**VA Voluntary Service Meeting**  
1:00 p.m.

**Sunday, April 26**  
**Vision Pioneers Carnival**



Left to right: **Ken Piazza**, Associate Medical Center Director, **Adelaide Butler, American Legion Auxiliary**, and **Lynn Dinehart**, Voluntary and Recreation Manager. The ALA has provided the gift shop and holiday cheer for over 28 years. Adelaide was also a volunteer of the month recipient.

*continued on page 6* ►

# ► Bath Highlights

## Volunteer Opportunities

- Disabled American Veterans (DAV) drivers
- Friendly Visitor – visit with Veterans
- Recreation aide
- Reminder calls to Veterans
- Special event volunteers

**Please contact us if you are interested in volunteering!**

## Wish List

- Body wash
- Bread machine mixes
- Car models
- Coffee
- Creamer/sugar packets
- Denture adhesive\*
- Denture cleanser\*
- Gift cards for fast food, Walmart or Tops Market (\$5-\$10)
- Jewelry making supplies/beads
- Lotion
- Plain fleece blankets - twin size
- Shampoo
- Stamps

\*Homeless Veterans program and Jump Start program need cleaning supplies, toasters, coffee makers, dishes, silverware, and pots & pans (can be gently used).



A **Re-Creation** performer sings to Veterans.



A former **Army Reserve** Captain, **Jamie Critelli**, founder of **Floral Beauty Greenhouses**, donated 200 poinsettias to the Bath VA Medical Center to make the facility beautiful during the holiday season.



Country Music Artist **Ricky Lee** visits with **Velton Slover**, Veteran.



# ► Canandaigua Highlights



**Gayle Marshall** volunteers in the Rochester VA Outpatient Clinic Audiology Department.



**Jeffery Matthews** and **Bonnie Brennan** manage the Rochester VA Outpatient Clinic **Disabled American Veterans** transportation office.

## Volunteer Opportunities

All volunteers must complete an orientation prior to volunteering. Orientations are held in Voluntary Service. Please call **Gina Deck** to schedule an appointment at (585) 393-7761. Thank you for considering volunteering with the Canandaigua VA Medical Center!

### Canandaigua VA/Rochester VA Outpatient Clinic

- **Activities** – recreation activities, socialization, games, cleanup, and wheelchair escorts. Includes evenings, weekends & holidays
- **Clerical assistant** - filing, organizing, answering the phone. Days and hours flexible
- **Hospice Care** – as needed; prefer Hospice-trained volunteers, but all applicants considered
- **Transportation** – driving a government vehicle to transport ambulatory Veterans to and from medical appointments. Various locations and times available
- **Laundry** - weekdays 7:00 a.m. to 5:30 p.m., three or more hour shifts
- **My HealthVet** - distribute information and assist Veterans interested in registering in the program
- **Food & Nutrition** – assist Veterans and help clean up Main Dining facility
- **Wheelchair escorts** – various times available to push Veterans in wheelchairs to a variety of locations within the facility such as dental clinic, x-ray department or taking Veterans on a walk around the park-like grounds

*continued on page 8* ►

# ► Canandaigua Highlights



The **Masons** brought a birthday cake for Community Living Center Residents.

## Wish List

- Nonperishable food items, granola bars, snack size chips
- Deodorant, shampoo, shaving cream, body lotion, nail clippers
- Forever postage stamps
- Gift cards
- Hats, gloves, sneakers, shoe laces
- New socks, underwear, sweatshirts, sweatpants, t-shirts, and swim trunks
- Tickets to sporting events, zoo, bowling, and movie tickets

## For Homeless Program:

- Air mattresses (new)
- Alarm clocks, blankets & pillows (new)
- Pillow cases, sheets, towels (new)
- Brooms, mops, new kitchen dishes and utensils
- Vacuum cleaners (new)
- Toilet paper and cleaning supplies





# ► Canandaigua Highlights



Veterans enjoy a weekly therapeutic horseback riding program held at **Liberty Stables** in Bloomfield, NY.

## Calendar

**Second Monday of each month  
(January – December)**  
**Bee Keepers Association Meeting**  
7:00 p.m.

**Third Monday of each month  
(January – December)**  
**Canandaigua Lake Trout Unlimited Meeting**  
7:30 p.m.

**Fourth Tuesday of each month  
(January – May)  
(September – November)**  
**Project Healing Waters Clinic**  
7:00 p.m.

**Fourth Wednesday of each month**  
**R/C Model Flying Club**  
6:00 p.m.

**\*Sunday, March 8**  
**Bingo**  
Noon

**\*Sunday, April 5**  
**Bingo**  
Noon

**April 12 - 18**  
**Volunteer Week**  
Refreshments and mementos daily in VA  
Voluntary Service Building 7, ROPC, and  
Clinton Crossings

**April 15**  
**Volunteer Awards Banquet**  
11:30 a.m. Burgundy Basin Inn

Catholic Mass is held Monday,  
Tuesday and Friday in the Catholic  
Chapel in Building 3 at 11:00 a.m. and  
Sunday in Building 8B at 6:30 p.m.

Protestant Services are held on  
Sundays starting at 9:10 a.m. on 8B  
and 10:30 a.m. on 7B.

Please contact Chaplain Service at  
(585) 393-7886 for more information.

**\*Escorts Needed**  
*Escorts are needed 45 minutes prior  
to events to take Veterans to the  
Auditorium and/or Pavilion. Without  
your assistance, many of the Veterans  
may not be able to participate.*

# Veterans Have a Bowling

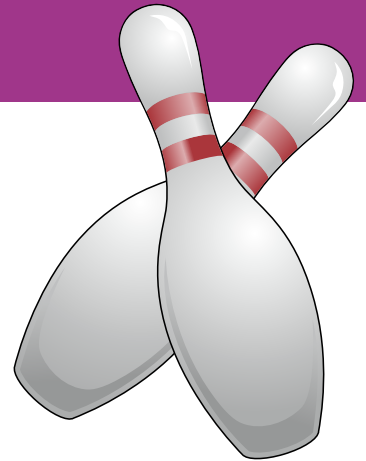
## Adaptive Bowling at VA offers amazing





# Blast All Year Long!

entertainment and fun for all.



# ► Syracuse Highlights



**The American Legion Auxiliary Christmas Gift Shop** provided gifts Veterans could choose to give to their families. Over \$4,100 in gifts were on display for Veterans to provide a little holiday cheer for their families.



Representatives of the **United Methodist Church** donated \$14,500 to the **Disabled American Veterans Transportation Network** and the Syracuse VA Medical Center to purchase a new DAV van.

Syracuse VAMC is searching for a volunteer with good writing and editorial skills for quarterly newsletter submissions. Please send e-mail to [sheri.valle@va.gov](mailto:sheri.valle@va.gov) highlighting basic skills for this endeavor. Must have good communication skills.



**Charlie Reiner**



**Dale Barnell**

**Charlie Reiner** and **Dale Barnell** volunteer in the Greeter Program. Both Charlie and Dale, along with other volunteer greeters, provide a cheery face and help Veterans get to their appointments. This enhances the medical center's proactive, patient-centered care program.



**Operation Good Things** came to the Syracuse VA Medical Center for the holidays. Santa and his helpers visited Veterans, providing holiday gifts and cheerful conversation.



# ► Syracuse Highlights



**Simpson/Parker Memorial Golf Tournament** presented a check to **Robert Hawes**, Syracuse VA Voluntary Service Manager. Sergeant **Christopher Simpson, U.S. Army**, and Sergeant **Elisha Parker, U.S Marine Corps**, were both killed in Iraq during Operation Iraq Freedom. Their families recently held an annual Memorial Golf Tournament at **Rouges Roost Golf Club** that benefitted the Syracuse VA Medical Center and **Wreaths Across America**. The memories of these two local heroes live on through their family and friends. This donation honors local OIF/OEF/OND fallen heroes. Thank you to **Kate McLaughlin** and **Mr. and Mrs. Parker**, our Gold Star families of **Chris** and **Eli**!

## Wish List

- Black pocket combs
- Books (please provide in good condition)
- Croc style shoes with straps (all sizes)
- Denture cleaner
- Denture grip
- Magazines – please provide in good condition and no more than three months old
- Personal care items (travel size only, please)
- Shaving cream
- Sweat pants – large

We no longer have a need for t-shirts or socks



**The Stan Colella All Star Band** entertained patients and families at a concert held at the Community Living Center. The band is comprised solely of **Syracuse City School District** students. We thank **Stan Colella, Syracuse City Parks and Recreation Department**, and students for providing some beautiful music and cheer to our Veterans!



The **Konosioni Lodge 950 Masons** stopped by New Year's Eve ready for the evening in their party hats! They brought a wonderful donation of personal care items for the Veterans at the medical center. From left to right: **Lenny Dibello; Bob Bennet**, Lodge Master; **Rick Miori** and **Carl Bliss**, Lodge Secretary. The donation is from the lodge and individual lodge members.

# ► Western New York Highlights



**82nd Airborne** members visited the Buffalo campus for their annual Christmas Eve gift distribution. From left to right: **Robert Peyton**, Chairman (first row far right), members, and Santa.



**Air Force Cadets** and parents spent time at the Buffalo campus as part of a holiday visit and gift distribution.



**Military Order of the Purple Heart, Lt. John Paul Bobo Chapter 264, Niagara Falls**, Officers presented their annual donation of \$1,000 to **Brian Stiller**, Medical Center Director VA Western New York Healthcare System. Left to right: **Ronald Krul, Michael Targon, Brian Stiller**, and **Terry Partch**.



The **American Legion 8th District** Commander **Robert Barrett** and members visited the Batavia campus for an annual wreath hanging presentation.

## Calendar

**Wednesday, March 18**

**VA Voluntary Service Meeting**

Freedom Hall, Buffalo Campus, 1:30 p.m.

**Thursday, April 9**

**National Former POW Recognition Day**

Freedom Hall, Buffalo Campus, 1:00 p.m.

**April 12 to 18**

**National Volunteer Week**

**Monday, April 13**

**Volunteer Recognition Luncheon, Batavia Campus**

Clarion Hotel, Park Road, 12:00 p.m.

**Thursday, April 16**

**Volunteer Recognition Luncheon, Buffalo Campus**

Classics V Restaurant, Niagara Falls Blvd., 12:00 p.m.

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# ► Western New York Highlights



The **American Legion Auxiliary 8th District** hosted an annual gift shop for Veterans at the Buffalo campus.



**United Auto Workers Rochester Local 1098** presented their annual gate receipt checks to Batavia and Canandaigua campus volunteer programs. Left to right: **Lucas Schlueter, General Motors; Edward Peet, General Motors; Jason Jaskula**, Volunteer Program Specialist Batavia; **Louise Motyka**, Volunteer Program Specialist Canandaigua; **Erich Ruppert**, United Auto Worker Volunteer Representative.



**Attica Correctional Facility (Attica Prison NYSCOPBA)** Officers presented a \$5,000 check to Post-Traumatic Stress Disorder (PTSD) Program at the Batavia Campus. **Jason Ziolkowski** and **Dr. Caryn Dilandro** hold the check and NYS Assemblyman **Stephen Hawley** is pictured far right.

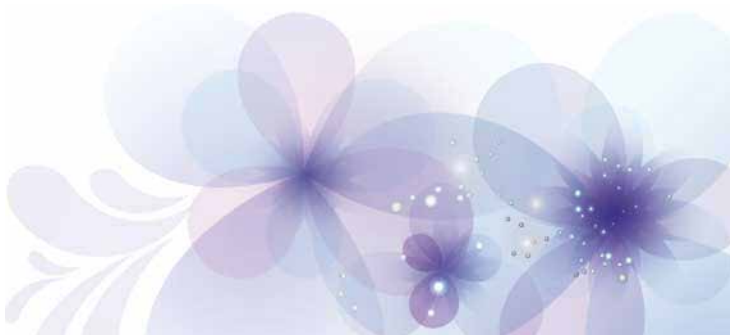
## Wanted: Volunteers with Computer Savvy/skills/know how

VA Western New York Healthcare System is currently looking for volunteers with some computer skills. Volunteers are needed to help Veterans register on My HealtheVet- the online health portal for Veterans. The My HealtheVet portal gives Veterans the tools to keep track of their medications, medical appointments and provides health care information.

If you have basic computer skills and are interested in volunteering to assist Veterans in registering for My HealtheVet please email [Sharon.Shelton@va.gov](mailto:Sharon.Shelton@va.gov) or call **(716) 862-8671**. Training is provided. Volunteer benefits include:

- A boost in happiness
- Meeting lifelong friends
- Enhancing your resume
- Flexible hours
- Free flu vaccine and TB testing
- Invitation to annual Volunteer banquet
- Fulfilling high school community service hours
- Free meal (four or more hours of volunteering)
- Coffee and cookie socials
- Library use
- Other training opportunities

One volunteer currently working with Veterans and helping them to navigate on My HealtheVet is **Cheryl Waldman**. Since retiring from working at a local community hospital maternity ward four years ago, Cheryl has been volunteering at her local VA medical center helping Veterans register on My HealtheVet. She volunteers once a week and really enjoys working with the Veterans and other volunteers. She finds her volunteer work rewarding because she knows she is impacting a Veteran's future quality of life by showing them how to access online health care tools.



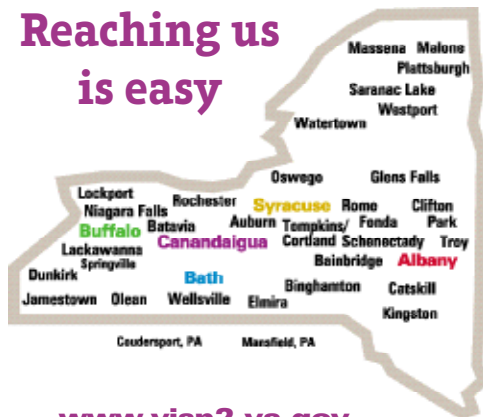
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#### VA Medical Centers

**Albany**  
113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

**Batavia**  
222 Richmond Avenue  
Batavia, NY 14020  
(585) 297-1000

**Bath**  
76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

**Buffalo**  
3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

**Canandaigua**  
400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000  
(800) 204-9917

**Syracuse**  
800 Irving Avenue  
Syracuse, NY 13210  
(315) 425-4400

#### Community-Based Outpatient Clinics

**Auburn**  
Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7002

**Bainbridge**  
109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

**Binghamton**  
425 Robinson Street  
Binghamton, NY 13901  
(607) 772-9100

**Catskill**  
Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

**Clifton Park**  
1673 Route 9  
Clifton Park, NY 12065  
(518) 626-5205

**Coudersport Satellite  
Clinic of Wellsville**  
24 Maple View Lane, Suite 2  
Coudersport, PA 16915  
(814) 260-9342

**Dunkirk**  
Valor Health Center  
166 East 4th Street  
Dunkirk, NY 14048  
(800) 310-5001

**Elmira**  
Health Services Building  
200 Madison Avenue, Suite 2E  
Elmira, NY 14901  
(877) 845-3247 ext. 44640

**Fonda**  
Camp Mohawk Plaza  
2623 State Highway 30A  
Fonda, NY 12068  
(518) 853-1247

**Glens Falls**  
84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

**Jamestown**  
608 West 3rd Street  
Jamestown, NY 14701  
(716) 338-1511

**Kingston**  
324 Plaza Road  
Kingston, NY 12401  
(845) 331-8322

**Lackawanna**  
1234 Abbott Road  
Lackawanna, NY 14218  
(716) 821-7815

**Springville Satellite  
Clinic of Lackawanna**  
15 Commerce Drive  
Springville, NY 14141  
1-(877) 332-0087

**Lockport**  
5883 Snyder Drive  
Lockport, NY 14094  
(716) 438-3890

**Malone**  
3372 St. Rt. 11, Main Street  
Malone, NY 12953  
(518) 483-1529

**Mansfield Satellite  
Clinic of Elmira**  
63 Third Street  
Suite 104  
Mansfield, PA 16901  
(570) 662-0507

**Massena**  
1 Hospital Drive  
Massena, NY 13662  
(315) 769-4253

**Niagara Falls**  
2201 Pine Avenue  
Niagara Falls, NY 14301  
(716) 862-8580

**Olean**  
465 North Union Street  
Olean, NY 14760  
(716) 373-7709

**Oswego**  
437 State Route 104E  
Oswego, NY 13126  
(315) 207-0120

**Plattsburgh**  
80 Sharron Avenue  
Plattsburgh, NY 12901  
(518) 561-6247

**Rochester**  
465 Westfall Road  
Rochester, NY 14620  
(585) 463-2600

**Rochester-Clinton Crossing**  
919 Westfall Road  
Rochester, NY 14618  
(585) 463-2600

**Rochester-Mt. Hope**  
1867 Mt. Hope Avenue  
Rochester, NY 14620  
(585) 463-2600

**Rome**  
Griffiss Park  
125 Brookley Road, Building 510  
Rome, NY 13441  
(315) 334-7100

**Saranac Lake**  
33 Depot St.  
Saranac Lake, NY 12983  
(518) 626-5237

**Schenectady**  
1322 Gerling St.  
Sheridan Plaza  
Schenectady, NY 12308  
(518) 346-3334

**Tompkins/Cortland County**  
1451 Dryden Road  
Freeville, NY 13068  
(607) 347-4101

**Troy**  
295 River Street  
Troy, NY 12180  
(518) 274-7707

**Watertown**  
19472 U.S. Route 11  
Watertown, NY 13601  
(315) 221-7026

**Wellsville**  
3458 Riverside Drive, Route 19  
Wellsville, NY 14895  
(877) 845-3247 (Bath)

**Westport/Elizabethtown**  
7426 NYS Rte. 9N  
Westport, NY 12993  
(518) 626-5236

**Vet Centers**  
**Albany Vet Center**  
17 Computer Drive West  
Albany, NY 12205  
(518) 626-5130

**Binghamton Vet Center**  
53 Chenango Street  
Binghamton, NY 13901  
(607) 722-2393

**Buffalo Vet Center**  
2372 Sweet Home Road, Suite 1  
Buffalo, NY 14228  
(716) 862-7350

**Rochester Vet Center**  
2000 South Winton Road  
Building 5, Suite 201  
Rochester, NY 14618  
(585) 232-5040

**Syracuse Vet Center**  
109 Pine Street, Suite 101  
Syracuse, NY 13210  
(315) 478-7127

**Watertown Vet Center**  
210 Court Street, Suite 20  
Watertown, NY 13601  
(315) 782-5479

#### National Cemeteries

**Bath**  
76 Veterans Avenue  
San Juan Avenue  
Bath, NY 14810  
(607) 664-4853/4806

**Saratoga**  
200 Duell Road  
Schuylerville, NY 12871  
(518) 581-9128

**Woodlawn**  
1825 Davis Street  
Elmira, NY 14901  
(607) 732-5411

#### Caregiver Support 1-855-260-3274

For help with caring for a  
disabled Veteran  
[www.caregiver.va.gov](http://www.caregiver.va.gov)

**Health Information on the Web**  
[www.myhealth.va.gov](http://www.myhealth.va.gov)

**National Call Center for  
Homeless Veterans Hotline**  
1-877-4AID-VET  
1-877-424-3838

#### TelCare 1-888-838-7890

24-hour, toll-free medical advice  
for enrolled Veterans

**Veterans Crisis Line**  
1-800-273-8255, press 1  
Chat online at [www.VeteransCrisisLine.net/Chat](http://www.VeteransCrisisLine.net/Chat) or text to 838255 any-  
time for free and confidential support

**Veterans Service Contact Center**  
1-888-823-9656  
For information on eligibility, health  
care benefits, or billing questions

#### Women Veterans Call Center 1-888-VA-WOMEN

**1-888-829-6636**  
For information on eligibility,  
benefits and health care

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[www.visn2.va.gov](http://www.visn2.va.gov)  
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